

# DUTY STATEMENT

CTC-HR 101 (REV 06/18)

		RPA # 21-###	EFFECTIVE DATE:
EMPLOYEE'S NAME	POSITION NUMBER (Agency - Unit - Class - Serial) 192-403-1402-901		
DIVISION/UNIT Enterprise Technology Support Section/Enterprise Application Unit	CLASS TITLE/WORKING TITLE Information Technology Specialist I (Data Application/Business Intelligence Developer)		

You are a valued member of the Commission on Teacher Credentialing (CTC). You are expected to work cooperatively with all employees, our customers and members of the public to enable the CTC to provide the highest level of service possible. Your creativity and ingenuity are encouraged. Your commitment to treat others fairly, honestly, respectfully and professionally is critical to the success of the CTC's Mission.

BRIEFLY (1-3 sentences) DESCRIBE THE POSITION'S PRIMARY ROLE AND PURPOSE. PLEASE INCLUDE THE POSITION'S REPORTING RELATIONSHIP AND LEVEL OF INDEPENDENCE.

Under the general direction of the Enterprise Application Unit Supervisor (IT Supervisor II), the incumbent will serve as a data analytics and business intelligence (BI) specialist responsible for leading, designing, managing, developing, documenting, and delivering solutions based on the Commission's data analytics platform. The incumbent will collaborate with the IT systems architect and technical team members to streamline data flows and provide leadership for enhancements that result in minimizing data fragmentation and redundancy. The incumbent will develop standards, best practices, procedures, and frameworks that will align data solutions with the Commission's goals and objectives. The incumbent will analyze and document business requirements for (BI) projects that drive the Commission decision-making processes and is responsible for delivering enterprise data solutions including planning, organizing, and managing BI initiatives and solutions. The incumbent will frequently be required to communicate technical ideas and concepts effectively verbally and in writing to other technical staff and management as well as business staff and management. This position's duties fall within the Software Engineering and System Engineering domains.

Percentage of time performing duties	Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first.
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## ESSENTIAL FUNCTIONS

40%

### Data and Information Architecture

Develop data and information architecture, strategies, standards, plans, and procedures. Architect, design, develop, and maintain enterprise analytic data structures to enable enterprise reporting and/or enterprise analytics. Plan, prepare, develop, and maintain data models, database design, and ETL jobs. Inventory data assets, perform gap analysis, develop data flow diagrams, and understand business needs for developing BI solutions. Review project deliverables to assist in the analysis, design, and development of solutions. Provide high-level technical expertise, leadership, communication and mentoring support to the software development team members, technical staff, and cross functional teams in data and information architecture design, development, and implementation. Set technical direction for the overall data management solution architecture. Identify areas for data quality improvements and assist in resolving data quality problems.

30%

### Solution Development

Gather, analyze, and document requirements for BI projects. Lead, design, manage, document and deliver solutions by using a wide skill set (a business/data analyst, a solutions architect, data modeler and project manager) to help the business areas improve processes, automate collection, and consume business data, and make information available in innovative ways using a variety of industry standard software tools and concepts. Work with business units to prepare requests for data analytics and business intelligence services. Gather requirements for projects, develop scoping documents, estimate level of effort for projects, manage and actively participate in the design, development, data validation, testing and deployment of solutions, conduct ongoing impact analysis, and prepare software solution training and user documentation. Transform business requirements into technical requirements needed for development. Design, develop, and support SQL-based data-processing using data integration tools such as Microsoft SQL Server Integration Services and BI software to develop and deliver solutions. Utilize common programming languages for systems and/or modules such as Microsoft.NET, C Sharp (C#), and ASP.NET Core. Design, build, and co-develop data solutions with the DBA team and software development team.

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25%	<p>Strategic Data Architecture Development</p> <p>Collaborate with team members to develop and implement key strategic IT initiatives including innovation and optimization opportunities. Research and determine enterprise system design changes and change requirements needed to meet business goals and objectives by understanding business drivers and business capabilities. Maintain awareness and expertise of current and emerging IT trends and technologies keeping abreast of industry standards, applying new and emerging processes and procedures. Recommend new technology, trends, technical components, interfaces, protocols, and architectures to IT management and senior IT staff. Advise on the formulation of IT strategy in support of enterprise architectural objectives and technology modernization. Evaluate current IT assets and emerging technology trends to forecast and recommend future technology acquisitions.</p>
5%	<p><b><u>MARGINAL FUNCTIONS</u></b></p> <p>Other Duties</p> <p>As assigned, participate in information technology projects undertaken by IT. Provide basic technical assistance to business staff on Commission-managed software applications. Other related duties as required.</p>

### KNOWLEDGE AND ABILITIES

#### *Knowledge of:*

*System Development Lifecycle (SDLC)*

*Database design and development*

*T-SQL and SQL Server Management Studio (SSMS)*

*Developing and maintaining project management artifacts, documents, and plans including, but not limited to: schedules, risk and issue analysis, and work processes used in the IT project lifecycle*

*Business intelligence (BI) software and tools such as Tableau and PowerBI*

*Report generating systems such as Crystal and/or Microsoft SQL Server Reporting Services (SSRS)*

*Coding methods and best practices*

#### *Ability to:*

*Perform research and data gathering*

*Analyze information and evaluate results to choose the best solution and solve problems*

*Communicate effectively verbally and in writing as appropriate for the needs of the audience*

*Utilize reporting tools to develop and analyze statistical reports*

*Interpret and explain technical information to non-technical individuals*

*Interpret customer requests to meet service needs and resolve problems*

*Provide customer service;*

*Work cooperatively with staff at all levels;*

*Understand and align technology proposals with business needs*

*Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems*

*Perform technical analysis of proposed technology solutions*

*Comprehend technical documents to interpret specifications, system implementations, capabilities, interdependencies, and compatibilities*

*Gather data to perform statistical analysis and report outcomes;*

*Maintain consistent and regular attendance*

*Work with changing deadlines and priorities*

*Look and act in a professional manner*

*Meet deadlines*

*Work independently and as a team*

*Adapt to changes in technology*

#### *Skill to:*

*Communicate effectively in writing in a courteous and professional manner*

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*Read and comprehend written materials to apply information and determine appropriate course of action*  
*Analyze and evaluate data and information to formulate conclusions and courses of action*  
*Prepare clear and concise written and verbal instructions to audiences with varying level of understanding*  
*Provide technical and descriptive documentation*  
*Identify solutions to various IT related problems*

### INTERPERSONAL SKILLS

Excellent Interpersonal skills are required, as this position will be interfacing with all levels of staff within the Commission  
Demonstrate a commitment to maintaining a work free environment free from discrimination and sexual harassment  
Maintains good work habits and adheres to all policies and procedures  
Fingerprint clearance

### DESIRABLE QUALIFICATIONS

T-SQL and SQL Server Management Studio (SSMS)  
PowerBI and/or Tableau experience  
Crystal and/or Microsoft SQL Server Reporting Services  
Database design and/or development  
Understanding and ability to participate in all phases of the SDLC including gathering requirements, business analysis, configuration management, and quality control.  
Knowledge of various concepts, tools, platforms, and environments used in data analytics solutions  
Ability to write clear concise technical documentation describing processes, data flows and additional project documentation such as data flow diagrams (DFD), and entity relationship diagrams (ERD).  
Strong attention to detail  
Strong business analysis skills  
Apply creative thinking in the design and development of methods of processing information with information technology systems.  
Strong work ethic with the ability to work independently, and to prioritize and manage work to meet critical timelines  
Excellent communication skills and team player spirit coupled with problem analysis and solving abilities  
Work under pressure; quickly learn new concepts

### WORK ENVIRONMENT, PHYSICAL OR MENTAL ABILITIES

#### Work Environment:

Requires prolonged sitting, use of telephone and terminals, frequent contact with employees  
Requires mobility to various areas of the Commission  
Essential functions of this position may be performed via telework/hybrid work model and/or flexible scheduling  
Incumbent is expected to attend a variety of in-person onsite meetings  
Use of technology including but not limited to Microsoft Teams, zoom and other virtual platforms is required

#### Physical Ability:

Must possess and maintain sufficient strength, agility, endurance, and sensory ability to perform the duties contained in this duty statement with or without reasonable accommodation

***Some of the requirements above may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.***

### PERSONAL CONTACTS

The incumbent has contact with all levels of Commission staff, management, consultants, and vendors.

### LEVEL OF RESPONSIBILITY – ACTIONS AND CONSEQUENCES

The incumbent makes decisions that impact the functionality of the Commission technology applications and solutions. Failure to properly administer duties using good judgement, logic, and discretion, may result in poor performance or system degradation resulting in loss of efficiency through unnecessary delays, loss of data, loss of employee productivity, user dissatisfaction, and outages. Consequences include operational downtime, loss of business continuity, and poor customer service.

MANAGER/SUPERVISOR'S STATEMENT: ***I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE***

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MANAGER/SUPERVISOR'S NAME (Print)	MANAGER/SUPERVISOR'S SIGNATURE	DATE
EMPLOYEE'S STATEMENT: <i><b>I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT</b></i>		
<b>The statements contained in this duty statement reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise balance the workload.</b>		
EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE